

Updates			
Item Number	Item Name	Description	Primary Impacted Audience
CR 265544	EDD Letter Updates (COVID-19)	<p>Due to Covid-19 impact on the eligibility process across the entire Maryland Department of Health, the Eligibility Determination Division (EDD) updated all program approval letters.</p> <p>This is to inform participants that there may be additional verification required from them when the emergency has ended. The text on the letters is as follows:</p> <p><i>“Your application was approved based on the information in your application and independent verification of some of the required eligibility factors. We still need to verify the information listed in the attached Verification Request Letter, and we will conduct a review of your case once the national emergency has ended. Please continue to take steps to obtain the verification listed in the attached Verification Request Letter, as they will be due 30 days after the emergency has ended. Please note, additional verifications may be requested during the post eligibility review. Please submit the verification by the requested due date so that we can review your case for continued coverage.”</i></p> <p>The update to the approval letters impact current enrollment processes in the Community Pathways (CP), Community Supports (CS) and Family Supports (FS) waivers.</p>	ALL

CR 208937	Manual Reactivation of Auto Extend PCPs	<p>In order to assist with Auto-Extend PCPs that are inactive and do not have a revise link available, there has now been an update that allows manual reactivation of "locked" Auto-Extend PCPs. This only applies to auto-extend PCPs that are inactive, without a revise link for individuals who are currently enrolled in any DDA Program. The reactivation will only be available if there is no other active PCP in the system after the end-dated Auto-Extend PCP.</p> <table><tr><th>Program Type</th><th>Date Created</th><th>POS/PCP/SP Type</th><th>POS/PCP/SP Costs</th><th>Cost Neutrality Limit</th><th>Effective Date</th><th>End Date</th><th>Status</th><th>Active</th><th>Actions</th></tr><tr><td>CP</td><td>07/20/2019</td><td>Auto Extend</td><td>\$ 0.00</td><td></td><td>10/08/2018</td><td>12/08/2018</td><td>Approved</td><td>Inactive</td><td>View Print Reactivate</td></tr><tr><td>CP</td><td>09/08/2018</td><td>Initial PCP</td><td>\$ 0.00</td><td></td><td>09/25/2018</td><td>07/19/2019</td><td>Approved</td><td>Inactive</td><td>View Print</td></tr><tr><td>CP</td><td>07/29/2018</td><td>PCIS2 IP</td><td>\$ 0.00</td><td></td><td>07/31/2017</td><td>10/15/2018</td><td>Approved</td><td>Inactive</td><td>View Print</td></tr></table> <p>The assigned DDA Regional Program Supervisor and Regional Director are the only roles that are able to perform the manual reactivation of the "locked" Auto-Extend PCP.</p> <p>The process for reactivation:</p> <p>1- Regional Program Supervisor and Regional Director are alerted that an Auto-Extend PCP needs to be reactivated so the CCS may complete the Annual PCP</p> <p>2- Regional Program supervisor or Regional Director clicks the "Reactivate" link on the end-dated Auto-Extend PCP</p> <p>3- The system creates a new Auto-Extend PCP overnight which should be active by the following day</p> <p><i>Note: The newly created Auto-Extend will have the next Annual PCP date noted, one (1) year ahead of the previous end-dated Auto-Extend PCP.</i></p> <p>4- CCS can click "revise" link on this newly created Auto-Extend PCP in order to complete the Annual PCP</p> <p>If a more recent PCP is currently active in the system, the reactivation link will not be available on the end-dated Auto-Extend.</p>	Program Type	Date Created	POS/PCP/SP Type	POS/PCP/SP Costs	Cost Neutrality Limit	Effective Date	End Date	Status	Active	Actions	CP	07/20/2019	Auto Extend	\$ 0.00		10/08/2018	12/08/2018	Approved	Inactive	View Print Reactivate	CP	09/08/2018	Initial PCP	\$ 0.00		09/25/2018	07/19/2019	Approved	Inactive	View Print	CP	07/29/2018	PCIS2 IP	\$ 0.00		07/31/2017	10/15/2018	Approved	Inactive	View Print	CCS Agencies, DDA Regional Offices
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WO-188	DDA State Payment Refactoring	<p>For individuals who are eligible for State payment, the process was updated to better capture which services qualify for State payment.</p> <p>In the State payment process, a provider would be able to track individuals who are covered by the DDA State Funded Plan and all the services rendered to them. Additionally Providers would be able to track persons who receive certain services that are only State Funded, or for persons who are enrolled in the State Funded Program for a limited time period.</p> <p>The DDA is in the process of updating the DDA Provider Portal manual to capture these changes.</p> <p>Note: Please note that this item and other LTSSMaryland Billing related items will be trained for all DDA Providers at a later date.</p>	Pilot Providers ONLY																																								
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202443	Alerts: CCS user rec'd RO alerts re: DDA Waiver Application Packet	<i>Issue:</i> CCS users received alerts that were intended for the Regional Office <i>Fix:</i> The alerts will only go to the appropriate Regional Office Staff Person	CCS Agencies, DDA Regional Offices
199671	PCP: plan allows 'Request Provider Acceptance' w/o Eff Date	<i>Issue:</i> PCP Services acceptance referrals were able to be sent forward by the CCS to the Provider without an effective date being identified on the Plan. This caused issues with the display of the service acceptance referral in the Provider portal. <i>Fix:</i> PCPs must have an appropriate effective date before detailed service authorization can be appropriately completed and before service acceptance referrals can be sent to Provider Agencies.	CCS Agencies, Provider Agencies
212763	PP: Exception: "Staff Overlap - Different Provider" missing hyperlink to overlapping Activity	<i>Issue:</i> For Pilot billing when there was a staff overlap exception in the provision of EVV services, the appropriate hyperlink was missing <i>Fix:</i> The hyperlink has been fixed and should appropriately appear when reviewing a submitted activity with staff overlap exception	Pilot Providers ONLY
209645	Reports: EVV Services Overlap Report pulling all data	<i>Issue:</i> EVV Services Overlap report was pulling data beyond the EVV services that are included in the report criteria. <i>Fix:</i> The EVV Services Overlap Report was updated to ensure that only Overlapped EVV services were displaying in the report.	Pilot Providers ONLY
211945	PCP: Auto Extend Person Centered Plan populated incorrect units for copied services	<i>Issue:</i> Auto-Extend PCP copied the incorrect units from the previous PCP <i>Fix:</i> The Auto-Extend PCP should extrapolate the units from the last month of the previous PCP and multiply out into 60 days of the Auto-Extend PCP.	ALL
212264	PCP: unable to End Date copied service w/i Revised Person Centered Plan due to "available service date" error	<i>Issue:</i> CCS were unable to end-date a service in a Revised PCP that was copied from the previous PCP <i>Fix:</i> When the "revise" link is clicked and the PCP is in the revision process, any service on the PCP can be end-dated if the person no longer needs the service	CCS Agencies
260339	Residential Service Provider Configuration JavaScript error	<i>Issue:</i> DDA RO and HQ staff experienced a "JavaScript error" when accessing the Provider Residential Configuration Page <i>Fix:</i> The javascript error has been fixed. All staff who typically access the page should be able to do so as normal.	DDA HQ and RO
203703	PP: unable to search clients due to "Server not responding" error	<i>Issue:</i> Some providers have been unable to perform a client search due to the error "Server not responding" <i>Fix:</i> The error has been fixed. Provider users are now able to complete a client search ONLY for the participants that are currently authorized for the provider agency.	Provider Agencies
264492	Letters: unable to View submitted DDA Letter(s)	<i>Issue:</i> DDA Regional Office and HQ staff were unable to view submitted EDD letters for people enrolled in CS and FS. <i>Fix:</i> The link to the letters were updated to ensure that all DDA staff and CCS Agencies are able to view related letters for any person regardless of enrolled program	DDA HQ and RO

202497	PP: 'Client Service Plan' hyperlink broken	<p><i>Issue:</i> Within LTSS Provider Portal, the Client Service Plan link in the service authorization was not linking to the appropriate service plan</p> <p><i>Fix:</i> This issue has been resolved. The Client Service Plan link, when clicked, will direct the user to the related service plan being referenced in the Service Authorization</p>	Service Providers, DDA HQ and RO
209628	Automatic - Global Deactivation issues [ODF trigger]	<p><i>Issue:</i> In some instances where a participant was disenrolled from either a waiver (CP/CS/FS) or the DDA State Funded program, the system global deactivation did not carry out appropriately. The system sometimes incorrectly tracked the global deactivation time period or did NOT initiate a global deactivation until a later date. This was causing errors in both display and in timeliness of the Regional office to take certain actions.</p> <p><i>Fix:</i> This issue has been resolved to ensure that the global deactivation is initiated on the date of the disenrollment and is appropriately pending for the time period required based on the disenrollment reason. The system will begin to deactivate the individual and the deactivation period will pend between 30 up to 120 days before the deactivation is completed, depending on the disenrollment reason. This is to allow time for any appeals, re-enrollment or further confirmation around the disenrollment to be completed. Pending Global Deactivations can be halted if the client is enrolled, the disenrollment is cancelled or such decisions are made by DDA Regional Office or EDD</p>	DDA HQ and RO